

Fee Schedule Definitions

| Care Service | Definitions |
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| Hone Care Package Level | Refers to the funding Level the department of Health has allocated a customer to support their individual needs/ circumstances: HCP Level 1 - Basic Care Needs HCP Level 2 - Low Care Needs HCP Level 3 - Intermediate Needs HCP Level 4 - High Care Needs |
| Care Management | HCP Management fee will allow GCLA to: Develop a customer support plan under the Wellness and Reablement model to be reviewed on an annual basis or as required, encourage customer choice and control of services and activities with funding guidelines, coordinate and schedule weekly direct care hours, services and resources, review and implement customer Service Agreements and budgets, ensure care and services are aligned with other supports, liaise with Customer and Customers representative/s, ensure that care and services are Culturally appropriate, identify and address individualised risk and assessments related to the customers' needs, matching support staff specific to customer skill set, managing customer feedback, providing a referral ACAT if the customers needs change |
| Package Management | HCP Package Management is included in this package which assists to: Establish a yearly budget according to customer needs, assist customer to monitor and implement services according to budget, manage Government funds via monthly, claiming and notifications, pay all accounts (internal and external), provide monthly statements, government funding acquittals and reporting |
| Additional Case Management | Additional Case Management Includes the below if request by a customer: Support and advocacy when liaising with external providers as request by customer, referrals to health practitioners or other related service providers, researching of information and ordering of assistive technology or items to assist customers everyday needs, assistance with forms and applications, consultation with multiple service providers, continence management (aids) orders |
| Individual Supports | Supports Include: Individual personal support in the home and/or in the community, Social Support, Personal Care, In-home respite, overnight respite, travel in the local area, medical appointments, mobility, exercise & wellness support, meal preparation, medication administration, grocery shopping support, attending local events/ programs in the community, domestic assistance |
| Daily Care Fee | GCLA do not charge a basic daily fee for any supports |
| Normal rates | Refers to Individual Supports provided at the standard day rate Monday to Friday 6am to 6pm |
| Early Late Rate | Refers to Individual Supports provided outside of the normal hours from Monday to Friday 6pm to 6am |
| Saturday Rate | Refers to Individual Supports provided on a Saturday |
| Domestic Assistance | Cleaning tasks that are required to maintain current housing arrangement and to prevent any risks/ safety concerns in the home |
| Sunday Rate | Refers to Individual Supports provided on a Sunday |
| Public Holiday | Refers to our National dedicated days of Holiday set for each state |
| Sleepover | When a customer requires support overnight in/or out of the home where a support worker is able to sleep overnight from 10pm to 6am |
| In home Care | Refers to a customers requiring support in the home for a 24 Hour period to be able to remain supported in their own home |
| Holiday/Excursions Rate | A customer may wish to be supported to go on a holiday or excursion for Social or Medical needs |
| PCRnR | PCRnR is a day activities centre for our high functioning ageing customers. This Open Tuesday - Friday 9am - 2:30pm •Pick up and drop off at PCRnR on Rosella Street |
| PCRnR Meals | PCRnR Day Service provides a arrayment of delicious Lunch Meals, and Desserts that you can choose to eat whilst visiting for the day |
| PCRnR/ I.E. Frozen Meals | Incredible Edibles provide a large range of high quality delicious, healthy homemade meals that are pre-frozen, Desserts and Side Vegetables. This is a pickup service from IE Café in Tannum Sands, or PCRnR upon request, 36 Rosella Street, Gladstone, or can be delivered for a fee. |

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| AquaFit | A water based program developed to focus on Wellness and Reablement for our customers who are ageing and people who have a disability to remain independent and socially active within the community. AquaFit provides Individual and group session with a qualified fitness instructor |
| Lawn Maintenance | What's Included: (safety) Lawn Mowing, Whipper Snippering. Additional Services that can be requested: Hedging, Trimming, Rubbish Removal |
| Establishment Fee | Refers to the one off fee required to cover the costs of setting up a customers service with GCLA |
| Transport | If a customer requests to visit any area more than 10ks from their home, an Additional Cost will be added for Transport for each shift/ trip |
| Regional / Remote | Travel costs will be negotiated in agreeance with the customer to allow GCLA to provide support in the Gladstone regional/remote areas. E.g. Nagoorin customers charged 45minutes for travel each way out of their package |
| Exit Fee | This cost will assist GCLA to transition your package to another service provider and finalization of the Home Care Package |
| Cancellations | A Short Notice Cancellation Fee will be incurred if support is cancelled by the Customer within an hour of the shift |
| Brokerage Services | Services we may Broker include: Consumables, Nursing, Occupational Therapy, Specialist services etc |
| Translation of information to any language other than English | Where required GCLA will arrange for the Home Care Agreement including the care plan, to be made available to the customer in a language other than English |
| Basic Daily Care Fees | If your care is delivered in your home or in a community setting, your service provider may ask you to pay. Please note: GCLA do not currently charge a Basic Daily Fee: •a basic daily fee of up to 17.5% of the single Age Pension •additional fees The basic fee that a service provider can charge from 20 September 2018 to 19 March 2019 is: · up to \$10.43 per person per day in a home or community setting · up to \$50.66 per person per day in an aged care home |
| Income Tested Care fee - Basic Daily Support Fees | Customers entering home care on or after 1 July 2014 may be asked to make a contribution towards their support, based on their income, with additional safeguards of annual and lifetime caps and financial hardship provisions. Under the new arrangements, the subsidy payable by the Government will be reduced according to the income tested support fee payable. The income testing arrangements and the support subsidy reduction will be administered by the Department of Human Services. The maximum fee that a Customer can be asked to pay as a customer co-contribution (referred to in the Guidelines as a basic daily support fee) is determined by the legislation. •The basic rate of a single pension – Maximum fee is 17.5% of basic rate of single pension (this applies to both single and married customers) •More than the basic rate of the single pension – Maximum fee is 17.5% of the persons income to the level of the basic pension plus up to 50% of the income above the basic pension Please Note: This fee will not be charged at the discretion of GCLA if the customer has a substantial amount of unspent funds in their HCP until such time as no unspent funds are available |
| Government Subsidies | Some Government Supplements you may be eligible for: •Dementia & Cognition Supplement (any level package) •Oxygen Supplement (any level package with clinical need) •External Feeding Supplement (any level package with clinical need) •Viability Supplement (dependent on customers location) •Top-up Supplement •Hardship Supplement (for customers granted financial hardship assistance) Please note: These rates and guidelines can be found on the Department of Social Services aged care funding website. To apply for eligibility these forms can be found on Department of Human Services aged care forms website |